

### Complaints Procedure Leaflet

#### Our commitment to you

At Veritas Wealth each of our clients are important to us, and we believe you have the right to a fair, swift and courteous service at all times.

Once we are in receipt of your written complaint we will deal with it promptly, effectively and in a positive manner, within the time periods set out by legislation.

#### Veritas Wealth Complaints Procedure

1) We require a **written** complaint from you. We will **acknowledge** your written complaint within 5 working days.

2) We will **investigate** your complaint and endeavour to send a final response to you within 3 weeks. If we are unable to provide you with a final response within this time we will send you an update.

3) We will endeavour to send a **final response** to you within 6 weeks of receipt of your complaint. If we are unable to provide you with a final response within this time frame, we will write to you explaining why and advise you when you can expect a final response.

4) If more than 6 weeks from the date of your complaint has passed and you haven't received a final response, or you are dissatisfied with the final response you have received (at any stage of the process) you can write to:

Fais Ombud

Sussex Office Park, Ground Floor, Block B  
473 Lynnwood Road  
Cnr Lynnwood Road and Sussex Avenue  
Pretoria  
0081

Email: [info@faisombud.co.za](mailto:info@faisombud.co.za)  
Tel: 012 762 5000/012 470 9080